

Training Class Cancellation Policy

Cancellation by Client for Machine Purchased Training Credits

Training credits must be used within one year of machine installation. If you are registered for a specific training session and need to cancel, please notify us 15 business days before your scheduled class. This notice entitles you to reschedule at a later available class date. If you fail to notify UGT of cancellation or rescheduling or fail to provide a qualified replacement to fill the enrollment within the specified time frame, the training credit will be forfeited.

Cancellation by Client for Paid Training

To maximize the effectiveness of our training sessions, United Grinding Technologies, Inc. (UGT) limits the number of attendees per class. If you are registered for a specific training session and need to cancel, please notify us 15 business days before your scheduled class. If you fail to notify UGT of cancellation or rescheduling or fail to provide a qualified replacement to fill the enrollment within the specified time frame, there will be a fee assessed that is equal to 50% of the registration fee for the class, per attendee. Cancellation notice received less than 5 business days prior to the schedule start day, the fee assessed will be equal to the full registration fee for the class, per attendee.

Cancellation by UGT

UGT reserves the right to cancel a course for which there are an insufficient number of registered attendees. United Grinding reserves the right to reschedule or cancel any scheduled training class upon 10 business days notice to confirmed registrants. Registrants may then enroll in the next available offering of the course, or cancel the registration. In the event of cancellation by UGT, any payment made for the canceled class will be refunded. The Client understands and agrees that UGT shall not, in any way, be held responsible for any costs, including loss of airfare or other transportation costs, hotel expenses or other damages, which the Client may suffer in the event that UGT cancels or reschedules a class.

Client-site training cancellation policy

To secure training dates, UGT must confirm receipt of a method of payment (i.e., purchase order, check or cash), no later than 15 business days before training commencement date. If payment is not received by that date the dates and training resources will be opened to other Clients.

Client requests for course cancellation or for a credit of fees toward another course must be received at least 5 business days prior to scheduled commencement date in order for Client to receive a full refund/credit of registration fees paid.

Cancellation or rescheduling of Client-site training less than 5 business days before the scheduled start date will be subject to a cancellation fee of 100 percent of the contracted fee.

Training cancellation notices can be sent via email at cindy.williams@grinding.com or by phone at 937-847-1214.